

Learning Technology Services

Instructional Technology Services Management

Description:

This service coordinates the provision of instructional technology resources.

Features:

- Identifies requirements and coordinates activities to deliver and maintain instructional technology hardware and software resources.
- Introduce, test, evaluate and solicit feedback from the customer community regarding existing and potential hardware and software technology resources for instruction.
- Provide time and cost estimates for acquiring, licensing, implementing and delivering hardware and software technologies deemed desirable.

Service Administrator (owner):

Director of IT

Availability:

8:00am-4:00pm M-F except for holidays and shutdowns. Potentially reduced hours for summer.

How to Request Service:

IT Help Desk - 518.327.6465, itteam@paulsmiths.edu, or ticket entered into helpdesk.paulsmiths.edu.

Initiated:

- Information Technology Advisory Committee
- Faculty request to service owner
- Request of faculty committees or entities where mandated goals include specific technology requirements
- New reviews may be independently initiated by owner based on current literature of emerging instructional technologies

Charges:

- Service is provided at no cost to the campus community. Application and technology resource costs should be allocated to and managed by the IT Department, or departments based upon potential user base and nature of the technology.

Deliver Channels:

- Systems and applications acquired through current policies including oversight of Director of IT
- Informational presentations to relevant committees
- Consultations with faculty by IT department or other key personnel charged with resource delivery
- Online documentation of resource availability, operation, scope
- Online video tutorials (Atomic Learning or similar)

Prerequisites:

- Existing infrastructure, governance and funding to support forwarded technology requirements
- Minimum threshold of participation/utilization may be needed to sustain specific offerings
- Systems and applications installed and configured, and services delivered through standard enterprise computing services of IT department.
- Support for Instructional Technology may need the approval of the Executive Cabinet in consultation with the Director of IT.

Key Service Targets:

- Survey of items related to instructional technology exceed user-defined minimum expectations for 90% or more of related items, or show improvement annually for 100% of items.

Estimated FTE:

Risks\Clarifications:

The college currently supports instructional technologies through a variety of departments, of which the IT department is one. In many places, the definition and level of support varies and is unclear. Assessment of instructional technologies varies or doesn't exist.

The IT department currently has a minimal role in educating customers on the use of educational technology on campus. In the area of instructional technology, the department primarily provides support services, recommendations, acquisition, installation and maintenance of approved projects.